

CG Docket 03-123

DA 07-2762

June 28, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington DC 20554

Reference: Annual Consumer Complaint Log Summary: June 2006 – May 2007

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2007.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service (TRS) in the state whether filed with the TRS provider, Hamilton Relay, or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category, and the percentage that each category of complaint is of the total "Service, Technical, and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2006, through May 31, 2007, the TRS provider processed twenty one thousand, seven hundred forty three (21,743) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS provider also processed a total of twelve thousand, seven hundred eighty two (12,782) CapTel outbound calls on behalf of Wyoming Relay. A total of nineteen (19) customer complaints were received, which

is a rate of six one-hundredths of a percent (.06%). Of the nineteen complaints, nine were filed at the workstation in one of the four Hamilton Relay centers, one was filed with CTI CapTel Customer Service, eight were filed with Hamilton's Wyoming Relay Customer Service and one was filed with the State's Program Administrator.

Wyoming Relay processes any complaint regardless of whether it originates via e-mail, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc. Hamilton Relay normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of nine equal access complaints in which the carrier involved is still working to become a carrier through relay. None of the nineteen complaints were escalated for action by the Federal Communications Commission.

The natures of the complaints were as follows:

Carrier of Choice not available

Cell phone problem

Problem accessing relay through 711 or toll free number

Scam or harassing call through relay

CapTel complaint

CA didn't follow instructions

Complaint resolution included:

Encouraged and worked with carriers to participate as a Wyoming Relay Carrier of Choice

Referred customer to their cell phone provider

Provided information/education to customer

Technical department resolved the issue

Referred customer to their phone provider or law enforcement

Counseled CA

In the Miscellaneous Complaints category, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. The State of Wyoming wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay. In addition, as part of outreach activities, Wyoming Relay educates users on ways to recognize fraudulent/scam calls, ways to prevent being victimized by the calls, and what to do if you have already been a victim of a fraudulent relay call.

Nearly half of all complaints received were in regard to availability of long distance carriers. Eight of the nine carrier complaints were related to Bresnan Communications. Both Hamilton and the State of Wyoming have communicated repeatedly with Bresnan. Bresnan is currently working with another long distance carrier to be able to process their relay calls in an effort to participate in equal access.

Wyoming's relay provider, Hamilton Telephone Company, is filing the requested call type data (interstate traditional TRS, STS, captioned telephone, IP Relay, VRS) under protective seal.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

Jim McIntosh
Administrator

Enclosures: Consumer Complaint Log Summary, 13 pages (original and 4 copies)
Wyoming Relay Complaint Tally Sheet, 3 pages (original and 4 copies)
Wyoming Relay Complaint Report, 5 pages (original and 4 copies)
Electronic disk copy

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